

## Quality Assurance Plan

**Performance Goal:**

The Aging and Disability Resource Center provides quality services and incorporates the principle of continuous quality improvement in its operations.

**Requirement:**

**ADRC Contract Section IV.K.2.** states that the Aging and Disability Resource Center shall develop and implement a written quality assurance plan designed to ensure and improve outcomes for its client population.

The plan must be reviewed and updated annually to ensure its effectiveness on quality outcomes.

**Topics for Inclusion in Quality Assurance Plan:****A. Activities to ensure that staff are knowledgeable and skilled****Suggested strategies:**

- Required qualifications/certifications for employment
- Thorough staff orientation (please refer to the orientation guide for I&A Specialists starting on page 20 in the #08-2 Resource Centered technical assistance document dated September 8, 2008 which is on the Aging and Disability Resource Center website at:  
<https://www.dhs.wisconsin.gov/adrc/pros/rcd08-2.pdf>
- On-going training activities
- Regular staff meetings (please see weekly unit meeting agenda example).

**B. Activities to ensure quality information and assistance and options counseling****Suggested strategies:**

- Staff supervision/coaching (i.e., listening in on calls, reading case notes, attending home visits, peer mentoring)
- Keeping resource database and resource materials accurate and up-to-date
- Following the resource database inclusion/exclusion policy
- Providing outreach/decision support for the private pay population
- Using peer support in staff meetings to improve quality of service delivery
- Ensuring that policies or expectations for follow-up, home visits, timeliness, accessibility, privacy and other quality standards are met.

**C. Activities to ensure quality enrollment counseling**

**Suggested strategies:**

- ADRC staff who provide enrollment counseling are knowledgeable about all publicly funded long-term care options available in your area.
- ADRC staff have the skills and ability to describe the options to customers in a non-biased, personalized way.
- ADRC staff provide consistent, accurate, unbiased information and materials to customers about IRIS and managed care options available in the area.

**D. Activities to ensure that the long term care functional screen is applied accurately and consistently.** *(Note: This may be submitted as a separate policy or you may choose to incorporate it into the overall QA plan.)*

**Suggested strategies:**

- Screener training and mentoring prior to completing long term care functional screens.
- Ongoing training, support, and monitoring of certified screeners
- Maintaining an accurate and complete up-to-date list of screeners, including your process for deactivating screener access.
- Screen liaison role in assuring that screens are complete, accurate and timely
- Completion of IRIS annual and change in condition screens in a timely manner

**E. Activities to ensure that quality disability benefit specialist (DBS) services are provided**

**Suggested strategies:**

- DBS performance reviews
  - How often are reviews conducted?
  - How is feedback from program attorneys incorporated?
- Management of the DBS caseload
- Measurement of client satisfaction with DBS services
- Ensuring that the ADRC allows for confidential interaction with clients

**F. Collecting and reviewing data to assess the quality of ADRC operations**

**Suggested strategies:**

- How do you assess the quality of ADRC operations?
- What are your processes for considering and acting on complaints?
  - Are complaints shared and discussed with the Governing Board?
  - Are complaints discussed at staff meetings?
  - Are complaints used as a basis for making improvements in the performance of the ADRC?

**G. Regional ADRCs: Describe the activities you will implement in your ADRC to ensure**

## **quality across the region**

Note: The Office for Resource Center Development will be collecting customer feedback and will be working with ADRCs on quality improvement based on the results of the feedback.

### **Related Policies and Procedures:**

*(The ADRC may choose to combine or incorporate portions of the following policies into the Quality Assurance Plan or maintain them as separate policies.)*

- Long-Term Care Functional Screen Quality Policy
- Enrollment Plan (if QA processes are addressed in the ADRC enrollment plan in regard to enrollment counseling)

### **For additional information:**

- 2010 ADRC Contract, Article, IV.k.  
<http://www.dhs.wisconsin.gov/adrc/pros/index.htm>
- 2010 ADRC Contract, Article, IV.K. Resource Centered # 10-1, ADRC Quality Assurance Plan Template  
<https://www.dhs.wisconsin.gov/adrc/pros/rcd10-1.pdf>
- Send requests for further information to [DHSRCteam@wisconsin.gov](mailto:DHSRCteam@wisconsin.gov)